

quick reference telephone numbers

Greater Cincinnati Water Works 513.591.7700 for:

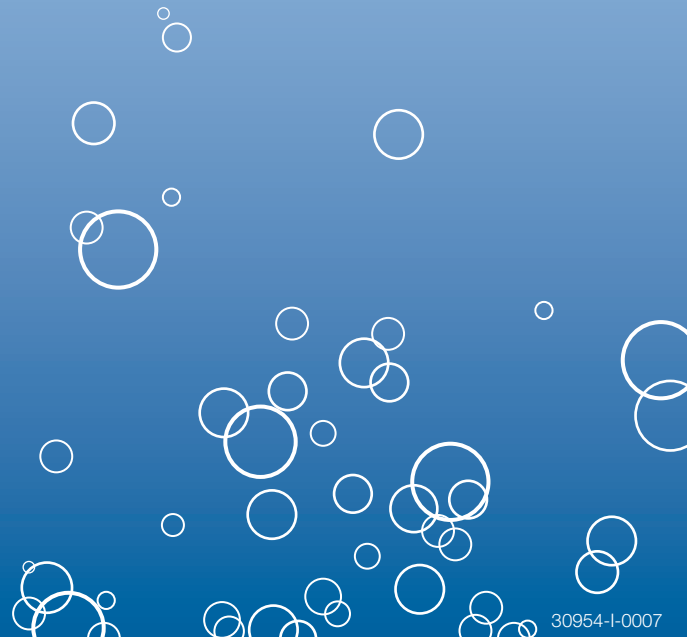
- Water Billing
- Water Service Calls
 - Water Emergencies
 - Low Water Pressure
 - Water Quality Issues
 - Meter Repairs and Maintenance
 - Red (Rusty) Water Complaints
- Waste Collection Billing
- Sewer Billing
- Stormwater Billing

Other Service Calls

- Sewer Service and Emergencies 513.229.8570
 - (513.925.2525 on nights, holidays and weekends, emergencies only)
- Stormwater 513.229.8570
- Waste Collection 513.229.8533



Creating great
water
for a growing
community.



30954-I-0007

Water rate increase — about 5¢ per day.

Your water bills pay to keep your tap water safe, reliable and there for you whenever you turn it on.

The safety of the water you drink has always been our highest priority. We constantly monitor water quality, adjust treatment processes and implement new technologies to maintain our high standards. Our water main repair and replacement program keeps a plentiful supply of water flowing to our customers’ homes and the fire hydrants that guard them. Greater Cincinnati Water Works (GCWW) has been in the forefront of water treatment technology for many years. Maintaining state-of-the-art water treatment is crucial to providing customers with the highest quality water.

On January 1, 2013 a water rate increase went into effect that will add about five cents a day to the average family’s bill for water. While no one wants to see rates go up, GCWW has been able to keep water rates among the lowest in the region.

Your water’s cost.

The cost of water is based on your water use type — residential or commercial — and the amount of water you use per month. The average use for a single-family residence is about 9 CCF* (6,732 gallons) of water monthly. This home is considered as one residential unit and the first two CCFs of water use are included in the “\$/Unit” charge as indicated in the table (the same unit charge is billed even if no water is used).

All water use above two CCF is charged at the “\$/CCF” rates listed in the table. Your water bill is a combination of the “per unit” charge and a charge for number of CCF used after the first two.

The rates in this table apply to water only. Other utility charges appear separately on your bill. For information on changes to these rates, please check the February/March *Mason* Matters newsletter.

Mason Rate Table — Monthly Charges

Unit Type	Gallons	CCF*	\$/Unit**
Residential	0 – 1,496	0 – 2	11.419
Commercial	0 – 1,496	0 – 2	21.277
Water Use Charges — Residential & Commercial (after 2 CCF)			
	Gallons	CCF	\$/CCF
	1,497 – 9,724	3 – 13	2.339
	9,725 – 29,920	14 – 40	2.481
	29,921 – 50,116	41 – 67	2.793
	50,117 – 99,484	68 – 133	3.160
	99,485 – 299,200	134 – 400	3.537
	299,201 – 498,916	401 – 667	3.919
	498,917 and up	668 and up	4.299

*Note: 1 CCF = 748 Gallons

**Each Residential or Commercial Unit is charged this amount even if no water use occurs.

Need help
calculating your charges?

Call us at 513.591.7700

Monday – Friday
7:30 a.m. – 5:30 p.m.
We’re here to help!